

AnthemBCBS_Adult - Did you have an illness, injury or condition that needed care right away?

The FREQ Procedure

UrgentCare	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	89	41.59	89	41.59
No	125	58.41	214	100.00
Frequency Missing = 5				

AnthemBCBS_Adult - How often did you get care as soon as you needed?

The FREQ Procedure

UrgentCareFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	12	13.95	12	13.95
Usually	25	29.07	37	43.02
Always	49	56.98	86	100.00
Frequency Missing = 133				

AnthemBCBS_Adult - Did you get a checkup or routine care at a doctor's office as soon as you needed?

The FREQ Procedure

CheckupsFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	23	14.02	23	14.02
Usually	52	31.71	75	45.73
Always	89	54.27	164	100.00
Frequency Missing = 55				

AnthemBCBS_Adult - How would you rate your health care quality in the last six months?

The FREQ Procedure

CareRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	18	10.47	18	10.47
Good	57	33.14	75	43.60
Great	97	56.40	172	100.00
Frequency Missing = 47				

AnthemBCBS_Adult - How often was it easy to get care, tests, or treatments you needed?

The FREQ Procedure

CareEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	20	11.56	20	11.56
Usually	67	38.73	87	50.29
Always	86	49.71	173	100.00
Frequency Missing = 46				

AnthemBCBS_Adult - How often did your doctor explain things in a way that was easy to understand?

The FREQ Procedure

DrUnderstand	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	10	5.75	10	5.75
Usually	24	13.79	34	19.54
Always	140	80.46	174	100.00
Frequency Missing = 45				

AnthemBCBS_Adult - How often did your personal doctor listen to you?

The FREQ Procedure

DrListen	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	7	4.00	7	4.00
Usually	37	21.14	44	25.14
Always	131	74.86	175	100.00
Frequency Missing = 44				

AnthemBCBS_Adult - How often did your personal doctor show respect for what you had to say?

The FREQ Procedure

DrRespect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	5	2.87	5	2.87
Usually	31	17.82	36	20.69
Always	138	79.31	174	100.00
Frequency Missing = 45				

AnthemBCBS_Adult - How often did your personal doctor spend enough time with you?

The FREQ Procedure

DrTime	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	8	4.60	8	4.60
Usually	41	23.56	49	28.16
Always	125	71.84	174	100.00
Frequency Missing = 45				

AnthemBCBS_Adult - In the last six months, did you get care from another doctor or health provider other than your personal doctor?

The FREQ Procedure

CareMulti	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	127	73.41	127	73.41
No	46	26.59	173	100.00
Frequency Missing = 46				

AnthemBCBS_Adult - How often did your personal doctor seem informed with care you received from other doctors or providers?

The FREQ Procedure

DrInformedMultiDr	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	24	19.20	24	19.20
Usually	33	26.40	57	45.60
Always	68	54.40	125	100.00
Frequency Missing = 94				

AnthemBCBS_Adult - How would you rate your personal doctor?

The FREQ Procedure

DrRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	16	8.29	16	8.29
Good	37	19.17	53	27.46
Great	140	72.54	193	100.00
Frequency Missing = 26				

AnthemBCBS_Adult - Did you visit a specialist?

The FREQ Procedure

Specialist	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	145	67.13	145	67.13
No	71	32.87	216	100.00
Frequency Missing = 3				

AnthemBCBS_Adult - How often did you get an appointment with a specialist as soon as you needed?

The FREQ Procedure

SpecialistFast	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	25	17.48	25	17.48
Usually	50	34.97	75	52.45
Always	68	47.55	143	100.00
Frequency Missing = 76				

AnthemBCBS_Adult - How would you rate your specialist?

The FREQ Procedure

SpecialistRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	11	8.46	11	8.46
Good	23	17.69	34	26.15
Great	96	73.85	130	100.00
Frequency Missing = 89				

AnthemBCBS_Adult - Did you get information or help from your health plan's customer services?

The FREQ Procedure

CS	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	63	29.58	63	29.58
No	150	70.42	213	100.00
Frequency Missing = 6				

AnthemBCBS_Adult - How often were you able to get information or help from your health plan's customer services?

The FREQ Procedure

CSHelp	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	11	17.74	11	17.74
Usually	18	29.03	29	46.77
Always	33	53.23	62	100.00
Frequency Missing = 157				

AnthemBCBS_Adult - How often were you treated with respect and courtesy by your health plan's customer services?

The FREQ Procedure

CSRespect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	2	3.23	2	3.23
Usually	10	16.13	12	19.35
Always	50	80.65	62	100.00
Frequency Missing = 157				

AnthemBCBS_Adult - Did you have to fill out any forms with your health plan?

The FREQ Procedure

Forms	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	37	17.45	37	17.45
No	175	82.55	212	100.00
Frequency Missing = 7				

AnthemBCBS_Adult - How often were forms from your health plan easy to fill out?

The FREQ Procedure

FormsEasy	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	2	6.06	2	6.06
Usually	14	42.42	16	48.48
Always	17	51.52	33	100.00
Frequency Missing = 186				

AnthemBCBS_Adult - How would you rate your health plan?

The FREQ Procedure

PlanRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Bad	25	11.96	25	11.96
Good	64	30.62	89	42.58
Great	120	57.42	209	100.00
Frequency Missing = 10				

AnthemBCBS_Adult - In general, how would you rate your overall health?

The FREQ Procedure

OverallHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	16	7.31	16	7.31
Very Good	96	43.84	112	51.14
Good	84	38.36	196	89.50
Fair	14	6.39	210	95.89
Poor	2	0.91	212	96.80
Unknown/Did Not Answer	7	3.20	219	100.00

AnthemBCBS_Adult - In general, how would you rate your overall mental or emotional health?

The FREQ Procedure

MentalHealthRate	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Excellent	54	24.66	54	24.66
Very Good	87	39.73	141	64.38
Good	53	24.20	194	88.58
Fair	17	7.76	211	96.35
Poor	2	0.91	213	97.26
Unknown/Did Not Answer	6	2.74	219	100.00

AnthemBCBS_Adult - Have you had a flu shot or flu spray administration since July 1 2020?

The FREQ Procedure

FluTreat	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	110	52.13	110	52.13
No	101	47.87	211	100.00
Frequency Missing = 8				

AnthemBCBS_Adult - Did you file any claims for care to your health plan?

The FREQ Procedure

ClaimsSend	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	110	61.80	110	61.80
No	68	38.20	178	100.00
Frequency Missing = 41				

AnthemBCBS_Adult - How often were claims for care to your health plan handled quickly?

The FREQ Procedure

ClaimsQuick	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	9	9.68	9	9.68
Usually	33	35.48	42	45.16
Always	51	54.84	93	100.00
Frequency Missing = 126				

AnthemBCBS_Adult - How often were claims for care to your health plan handled correctly?

The FREQ Procedure

ClaimsCorrect	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	11	11.46	11	11.46
Usually	30	31.25	41	42.71
Always	55	57.29	96	100.00
Frequency Missing = 123				

AnthemBCBS_Adult - Do you now smoke cigarettes or use tobacco every day, some days, or not at all?

The FREQ Procedure

Smoke	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Yes	17	60.71	17	60.71
No	11	39.29	28	100.00
Frequency Missing = 191				

AnthemBCBS_Adult - How often were you advised to quit smoking or using tobacco by your doctor/health provider?

The FREQ Procedure

SmokeAdvice	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	13	46.43	13	46.43
Usually	6	21.43	19	67.86
Always	9	32.14	28	100.00
Frequency Missing = 191				

AnthemBCBS_Adult - How often was medication recommended to help quit smoking/tobacco products by your doctor/health provider?

The FREQ Procedure

SmokeMedicine	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	22	81.48	22	81.48
Usually	1	3.70	23	85.19
Always	4	14.81	27	100.00
Frequency Missing = 192				

AnthemBCBS_Adult - How often were methods or strategies (other than medication) discussed or provided to help quit smoking/tobacco products by your doctor/health provider?

The FREQ Procedure

SmokeStrategies	Frequency	Percent	Cumulative Frequency	Cumulative Percent
Sometimes/Never	22	78.57	22	78.57
Usually	3	10.71	25	89.29
Always	3	10.71	28	100.00
Frequency Missing = 191				